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17 April 1985

MEMORANDUM FOR: Director of Information Services

THROUGH: Deputy Director of Information Services

FROM:
Chief, Information Resources Management Division

SUBJECT: One-on-One Session with the DDA on 18 April 1985

TAB
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1. The Information Resources Management Division proposes that you discuss the Division's progress on developing Information Services Centers and problems we are experiencing in scheduling the DA's machine-readable records. Because of the TRIS demonstration, our efforts with the ISCs and the machine-readable records were not discussed at last month's quarterly review. There have been a number of developments with the ISCs that should be brought to the DA's attention. Discussion of the ISCs should include four areas: our progress in developing centers for the New Headquarters Building; a status report on the Ames Building ISC; the operation of the OC/OL ISC; and the possible need for a centralized registry facility at . Your discussion of the machine-readable records would cite our lack of progress and solicit his assistance in getting things moving.

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2. Discussion of the ISCs for the New Headquarters Building should cover the following points:

- The registry requirements for the six DA offices have been developed and translated into space and equipment needs for three DA Information Services Centers in the New Headquarters Building.
- The requirements for the three DS&T components moving to the new building have also been provided. There will be two DS&T ISCs in the new Building.
- The DDS&T has not endorsed the concept of a centralized registry operation in the New Building controlled and operated by OIS. He is willing to let us man the DS&T facility, but wants to assign control to his participating components.
- We hope to dissuade him from this approach once we have had some success in operating the Ames Building ISC and the new facility serving the Offices of Communication and Logistics. Control of an ISC by one component would create the same type of problems that we saw in the previous combined registry operation in .

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- A substantial portion of the equipment and furniture needed for the ISCs in the New Headquarters Building--almost [] worth-- will be funded through the budget of the New Building Project Office. The laser printers which are to be housed in these facilities are the only major items that must be purchased. We hope to get OIT to budget for some of those printers.

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3. We still do not have a fully operational ISC in the Ames Building, but we are closer to achieving that goal. The operation of the facility, thus far, has been well received by our customers.

- We have been serving all of the components in the building since mid March when we assumed responsibility for ORD's registry operations. We were delayed in taking over the ORD operation because of the installation of the supplemental air conditioning in the Center and the need for time to absorb the requirements of other components.
- The Center is providing full registry service to ORD, OGI, OIS, and elements of the IC Staff. It is supporting all of the other tenants in the building with mail service.
- The installation of supplemental air conditioning in the Center is complete. We needed this system to cool the laser printers that eventually will be housed there. The installation of and operation of the printers must await the completion of renovations to the facility.
- We have no idea when the renovations will begin in the Center. Contracts have not yet been let for the work even though the requirement was identified last July. We have experienced considerable frustration and a general lack of coordination in trying to get this work done. *Insert
- We have ordered \$18,500 worth of systems-type furniture to furnish the Center properly. The DDA provided OIS with the money for this furniture; it cannot be installed until the renovations are complete.
- The IC Staff is still not giving the Center wholehearted cooperation. It is satisfied with the Center's service, but they have reneged in signing an MOU that would assign one full-time person to the Center to handle their registry needs. They want to use anyone they assign to the Center to support their element that is moving to []

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4. OIS assumed responsibility for operation of a new Information Services Center that serves the Office of Communication and Logistics. The combined registry that the Center replaced was not meeting the needs of these offices. With their agreement, we have re-structured the registry operation and are now directly responsible for its operation.

- The Center became operational on 25 February when [] was assigned there as the Chief.

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*Insert

We have heard that GSA has gone back to Dominion Management (the company responsible for management of Ames Building, that has bid on the renovations) for additional detail on its bid. This will further delay the start of work and could result in GSA asking for competitive bids on the project.

- [] has begun to re-organize the Center to improve its functional operation and to cross train its members. She is also changing procedures to ensure responsiveness to component needs. STAT
- She has also met with officials in both offices to become familiar with their registry requirements. These meetings also serve the purpose of identifying problem areas and showing our concern for their needs.
- Efforts will also be made to make fuller use of the automated registry system--Interim CARS--currently operated by the Center. Some components in these offices have been using the Wang or manual systems for document control rather than Interim CARS. They need to become accustomed to CARS so they will be ready for the introduction of TRIS later this year.
- Center personnel will be working to improve cable distribution, which was a problem that plagued its predecessor.
- [] the Chief of the Information Control Branch, who is responsible for this ISC, has been visiting the Center once a week to work out problems and to meet with officials in both offices. He has been receiving strong support from these managers. STAT
5. IRMD is attempting to determine if the registry needs of components moving to [] warrant some type of centralized registry support. STAT
- Components scheduled to move there have not focused on their registry requirements until recently. They have also apparently not involved their registry personnel in planning for the move.
- The Real Estate and Construction Division, OL, has tried unsuccessfully to get the components to identify their requirements and to determine if there is sentiment for a centralized registry operation at []. A meeting to discuss this issue produced no substantive results, so the RE&CD is allowing the components to meet their own needs. STAT
- Current plans call for the Mail and Courier Branch to provide only mail service to the tenants of []. If a component wanted additional registry support, it would have to provide it out of internal resources. STAT
- The affected components have been looking for guidance and assistance on registry support, but no one has taken the lead. *Insert
- Our registry operations specialist, Vince Riordan, Information Control Branch, met recently with all the parties to discuss the problem of registry support at []. There was general support for some type of centralized-type of registry facility (not an Information Services Center), but no commitments were made pending further study. STAT

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*Insert

All the affected offices have expressed hope that OIS will help them to satisfy this registry needs.

- [] has received written requirements from all, but one of the components affected. Based on his initial finding, he believes a three or four man centralized facility may be warranted. One component (OTS) has offered to assist with staffing (A separate memo will be prepared soon outlining this requirement and making a recommendations for a new registry facility). OIS would have difficulty staffing another registry from current resources. *Insert

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6. Our other concern is scheduling of machine-readable records. We have been working on the DA's systems, but are making slow progress. The DA's clear support might facilitate this effort.

- Machine-readable records are the last major collection of Agency records that are unscheduled. Like all Federal Agencies, we must schedule these records.
- The effort involves detailed research on all active computer systems to determine their use and disposition. This effort should have been begun earlier, so there is a large number of systems to deal with.
- OIS began the process of scheduling these records last year. Draft schedules for computer systems in OIS and OTE were completed, and one for the Office of Finance is nearing completion.
- We changed our approach this year so that component Records Management Officers could become involved in the process. By increasing the number of individuals working on the effort, we felt that more systems could be scheduled more quickly.
- Our objective was to complete the preparation of draft schedules for the DA this year. Unfortunately, little progress has been made thus far. Some offices have started doing some preliminary research, but it is going slowly.
- ~~The D/OIS sent a memo to the DA Office Directors in January explaining this program and asking their cooperation (Copy Attached). (A followup memo from the DA urging the Office Directors to give their full support to this effort might help the RMOs in getting the support they need to complete the task (Draft memo attached). It might also prevent the RMOs from being sidetracked on other projects.~~
- It is unlikely that all of the systems will be scheduled by the end of the fiscal year. However, the components need to work toward this objective and get as much done as they can.
- Once the scheduling of records in the DA is complete, we will turn to the other Directorates for a similar effort.

*Insert

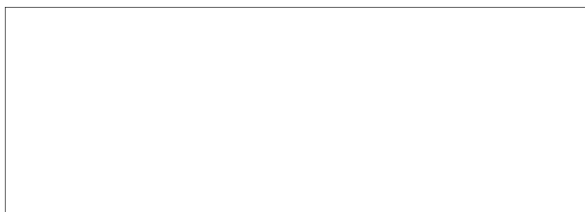
However this is the type of service that OIS should be providing and we should do whatever we can to satisfy these needs.

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We have prepared a followup memo for the DDA's signature urging Office Directors to give full support to their RMO's in this effort. It might prevent the RMOs from being sidetracked on other projects. We will submit this memorandum in early June for the DDA's signature.

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7. Please let us know if you have questions about any of these items or want clarification on any of them.



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Attachment:
As Stated

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